

HOME-BASED SERVICES – VOLUNTARY (PSC), COURT ORDERED (PSS), & FAMILY PRESERVATION (PFP)

1. Is there a current case plan in the file?

The initial case plan is required within 30 days after the CPS case is closed or from the date services are ordered by the court. This plan is then updated every three to six months. The case plan now in use by the Division has two parts: the Current Situation/Needs Assessment or functional assessment and the Child and Family Plan (service plan). The beginning and ending dates of the Child and Family Plan (service plan) should be recorded on the form. Check those dates to be sure a plan was in the file, which was current at the end of the current review period. A child and family plan (service plan) is considered complete and finalized when all relevant and applicable sections are filled in and both the worker and supervisor have signed and dated the plan. A child and family plan (service plan) is considered incomplete if one of the parts is missing or if there are gaps from when the old plan ends and the new one begins. There must be at least a child and family plan (service plan) form in the file to answer this question yes or partial as appropriate.

Yes	There is a current case plan in the file.
Partial	There is a case plan, but it is incomplete or late (but still completed within the review period. Must have a complete child and family plan form but other sections may be missing).
No	There is not a current case plan in the file; the child and family plan form is missing.
Not Applicable	The initial case plan was not yet due at the end of the review plan (put ORP in the comments section).

2. Was an initial child and family plan (service plan) completed for the family within 30 days of CPS case closure or from the date services were court ordered?

DCFS policy sections 101.9 and 108.4 require that a child and family plan (service plan) be developed for each family receiving home based services (PSS, PSC, PFP). Usually that child and family plan (service plan) is found on the Home Based child and family (service plan) form. The Intensive Family Preservation Treatment Plan may be used for PFP cases. The child and family plan (service plan) is required to be completed within 30 days of the CPS case closure or from the date services were court ordered. The completion of the child and family plan (service plan) is the date the child and family plan (service plan) was signed by the worker. Determine the completion date of the CPS investigation or the date services were court ordered and compare that date to the completion date of the child and family plan (service plan) to see if the plan was developed on time. If home based services are not the result of a CPS investigation or were not ordered by the court, but a child and family plan (service plan) was developed for the family within 30 days of their entering into home-based services, that would be considered on time. Remember PFP cases are read for the life of the case. This means the completion of the child and family plan (service plan) will need to be evaluated even if it is developed outside the official review period.

Yes	An initial child and family plan (service plan) was completed for the family within 30 days of the CPS closure or from the date services were ordered by the court or within 30 days of entry into services.
Partial	An initial child and family plan (service plan) was completed for the family, but was not completed on time/late. There is a plan in the file but there is not a signature date to determine the date it was completed.
No	An initial child and family plan (service plan) was not completed for the family or there is no documentation in the record that a child and family plan (service plan) was completed. (answer question 3 NO)
Not Applicable	The initial child and family plan (service plan) was not due until after the current review period (answer questions 3-5 NA) . The initial plan was created prior to the review period for PSS/PSC cases.

3. Were all of the needs/services identified on the Risk Assessment or referral form addressed in the initial child and family plan (service plan)?

DCFS policy section 108.4 states that any other appropriate agency service may be used in support of family preservation services as long as the worker can document that the service requested will increase the likelihood of the child being able to remain at home. The family preservation worker should provide the services to the family or arrange for others to provide services if needed. PSS/PSC services are provided to families experiencing problems that may threaten their children's safety, physical/emotional well being and family stability. If the home based case was referred as a result of a supported report of abuse or neglect, the investigator should have completed an assessment of risks to the child and identified the services needed to address those risks. Review the most current risk assessment, case transfer form, functional assessment and/or referral form to determine the services needed by the family, then review the child and family plan (service plan) to determine if all needed services are addressed in the child and family plan (service plan). If a type of service is identified on the referral form or risk assessment but not addressed in the child and family plan (service plan), determine the reason for this if possible before answering this question as partial or no. The worker may document why a particular service is not being provided even though it is identified on the referral form. If some of the services are addressed in the initial plan (but not all the services needed) and the worker states reasons why all the services are not addressed or that the remaining services will be addressed later, this question may be answered Yes.

Yes	All of the services identified on the risk assessment and/or referral form were addressed in the initial child and family plan (service plan).
Partial	Some but not all of the services on the risk assessment and/or referral form were addressed in the initial child and family plan (service plan).
No	The services needed as identified on the risk assessment and/or referral form were not addressed in the initial child and family plan (service plan). The initial child and family plan (service plan) was not developed.
Considered for Extenuating Circumstance	There is a need for services indicated on the risk assessment/referral form but the services could not be provided for reasons beyond the worker's control, as documented in the record; <i>e.g.</i> , there are no services available in the area to meet the family's needs. (Put the reason in the comments section.)
Not Applicable	The current child and family plan (service plan) is not the initial plan.

4. Were the following members involved in the development of the current child and family plan (service plan)?
 - a. the natural parent(s)/guardian?
 - b. the stepparent (if appropriate)?
 - c. the target child(ren) (age 5 and older)?
 - d. other professionals (if appropriate)?

DCFS policy section 108.4 requires that the child and family plan (service plan) will be developed mutually by family members and the worker through which the family can establish and achieve their goals. Members from homemaking services, therapist, teacher, probation officer etc should be invited to participate in the development of the plan if the involvement is related to the family achieving their goals as outlined on the service plan. Check the Activity Logs, staffing tab, correspondence section or elsewhere in the record to determine who was involved in the development of the child and family plan (service plan). The child(ren) should participate in the plan development if they are at least age 5 and are identified as “target children”. If the caseworker does not identify who the target children are, then it may be assumed that all children in the family should be involved in the development of the child and family plan (service plan) if age 5 and older. For #d, document who the other professionals are and note if there are any professionals left out of the process and if so who they are.

Yes	This party was involved in the development the child and family plan (service plan).
Partial	For A only: one parent was involved in the development of the plan when both parents are involved in the family. For B only: one stepparent was involved in the development of the plan when there are two stepparents in the family. For C only: some but not all target children are involved in the development of the child and family plan (service plan).
No	This party was not involved in creating the child and family plan (service plan); or there is no documentation that the party was involved in creating the child and family plan (service plan) or there is no documentation of a case planning process.
Considered for Extenuating Circumstance	The worker documented attempts to involve this party in creating the child and family plan (service plan) but the party refused to participate.
Not Applicable	The child and family plan (service plan) was not due by the end of the review period; or the child and family plan (service plan) was created prior to the review period (PSS/PSC cases only). (Put reason in the comments section). For A, B, C only: the family/child could not be located; for A only, reunification services have been terminated by the court; for B only: a stepparent is not involved; for C only: the child is non-communicative or otherwise does not understand the child and family plan (service plan) process or the caseworker documents a valid reason why the child(ren) is/are not included in the development of the child and family plan (service plan); for D only: other professionals (other than the DCFS worker) are not involved with the family.

5. Did the worker identify the family's strengths in the case planning process/ development of the child and family plan (service plan)?

The DCFS milestone plan section 1 page 9 states that during the assessment process the worker shall identify family strengths, resources, and problems and help the family to identify measurable, realistic, achievable, and time-limited treatment objectives and methods. This information may be found in the Social Summary, Needs Assessment, functional assessment, Child and family plan (service plan), Progress Summary, Activity Logs, etc. Strengths do not have to be listed on the child and family plan (service plan) but that is a good place to look to determine if strengths were used in the case planning process. Review the child and family plans (service plans), functional assessments and other documents that are applicable to the review period and determine if the family strengths have been identified. Strengths should be exceptions to the problem behavior, areas of the child's/family's life that are working well, past successes in dealing with/coping with crisis or challenging situations, past attempts to solve a problem, even if not completely successful, child/family belief that change is possible and/or a strong desire to change a behavior, support systems for the child/family such as extended family members, neighbors, etc. Examples that do not include strengths are: anything that does not help the child/family in meeting a need, resources provided by DCFS or the caseworker such as a Medicaid card, anything that is a task or step such as the parents are willing to attend a parenting class.

Yes
No

The family strengths were identified in the case planning process.
The family strengths were not identified in the case planning process or there is no documentation that the family strengths were identified.
There was not a case planning process within a month of when the case plan was due or completed or there was not a case planning process during the review period or a child and family plan (service plan) was not developed if due during the review period.

Considered for
Extenuating
Circumstance
Not Applicable

The worker documented attempts to involve the family in the case planning process but the family refused to participate.

Participation in the case planning process by the family is inappropriate or impossible (*e.g.*, whereabouts unknown, rights terminated, reunification services are terminated, incarcerated long term, etc.); the development of the child and family plan (service plan)/case planning process occurred prior to the review period.

6. Did the worker initiate services for the family/child as identified in the child and family plans (service plans)?

As per DCFS policy section 108.4, Family Preservation services are utilized when a child(ren) are in imminent danger of being placed in out-of-home care. The family preservation worker usually provides necessary services for 60-90 days. However, any other agency service may be used in conjunction with family preservation services if needed. The in-home worker should provide the necessary services for the family or refer the family to another agency for services if applicable. Review all child and family plans (service plans) applicable to the current PFP episode or review period for PSS/PSC cases and determine what services are needed, then review the activity logs, progress summaries, collateral contact and correspondence sections of the file to determine if services were provided. If the child and family plan (service plan) identifies specific agencies (including addresses and phone numbers) where the client may obtain services and if the client has a copy of the child and family plan (service plan), then the worker initiated services for the family and this question may be answered Yes or Partial depending on the situation. If services identified on the service plan are covered in other areas of the review such as caseworker visits or collateral contacts, these items do not need to be reevaluated in this section.

Yes	The worker initiated all services for the family as identified in the child and family plans (service plans).
Partial	The worker initiated some but not all the services for the family as identified in the child and family plans (service plans).
No	The worker did not initiate services for the family as identified in the child and family plans (service plans) or there is no documentation that the worker initiated services for the family as identified in the child and family plans (service plans).
Considered for Extenuating Circumstance	The worker did not initiate services for the family as identified in the child and family plans (service plans) for reasons beyond the workers control such as the family refused services, the family could not be located. (Write detailed explanation in the comments section.)
Not Applicable	The family was not receiving in-home services. Services to be provided to the family were not identified in any child and family plans (service plan). There is not a plan for the entire review period.

7. Did the worker make at least one home visit each month of this review period?

DCFS policy section 108.4 states home visits are to be performed on at least a monthly basis. Home visits by a caseworker at least once per month is one of the core services which comprise the minimum level of service provision which shall be provided for families receiving protective supervision or voluntary supervision services. Check the Activity Log, progress summaries, Peer Review reports, court reports and elsewhere in the record for documentation that a home visit was conducted during each month of the review period. Visits may be made by the caseworker's supervisor or by the mentored worker or intern representing the family's caseworker. Home visits must occur in the home in which the target child is living.

Yes	The worker made at least one home visit this month.
No	The worker did not make a home visit this month or there is no documentation of a home visit this month.
Considered for Extenuating Circumstance	The worker documented two or more attempts to make this visit but the family was unavailable; or family/child moved out of state, ICPC agreement in place or pending. (Write detailed explanation in the comments section.)
Not Applicable	The family was not receiving services during this month or received services for less than half of the month.

8. Were collateral contacts made each month of this review period to monitor the child's and family's progress with the child and family plan (service plan)?

DCFS policy section 108.4 requires monthly collateral contacts with professionals working with the child and/or family (such as teachers, day care providers, and therapists) to monitor the child and family's progress with the goals on the child and family plan. These contacts may be in person or by phone or mail. Check the Activity Log, progress summaries, reports, letters or updates from service providers, and elsewhere in the record for documentation of at least one such contact each month of the review period. Case staffings/consultations with co-workers or supervisors do not count as a collateral contact. Remember that the collateral contact must match the services needed/provided to the family. For example: if the family is receiving therapy services or parenting skills training, then a collateral contact would be the person providing these services. If the caseworker contacts the child's school to check on attendance but truancy is not a problem addressed in the child and family plan (service plan), then that collateral contact would not meet the requirements for this question and the reviewer should look for another contact person that meets the services outlined on the child and family plan (service plan). Attorneys of any kind do not count as a collateral contact since they are not identified as a direct service provided on the plan.

Yes	The worker made at least one collateral contact this month.
No	The worker did not make a collateral contact this month or there is no documentation of a collateral contact this month.
Considered for Extenuating Circumstance	There is documentation in the record that the service providers who were contacted refused to participate or that it was not possible to make collateral contacts in this case for other reasons beyond the worker's control. The worker made two or more attempts to contact service providers and was unsuccessful to contact any service providers. (Put explanation in the comments section)
Not Applicable	The family was not receiving in-home services during this month or received services for less than half of the month. The family is receiving services from the in-home worker only not from collateral agencies; no collateral agencies are working with the family. Collateral agencies working with the family are not identified in a child and family plan (service plan) this month. There is not a current child and family plan for this month of the review period.